



The City Beautiful

City of Coral Gables Job Description

Job Title: Receptionist
Department: Various
Classification: 0060
Pay grade: 10C
FLSA: Non-Exempt

Prepared Date: 11/2015
Approved By: HR/CM

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Summary

Performs receptionist, switchboard, customer service, orientation and basic clerical duties. Greets visitors in person and ensures that people's initial contact with the City of Coral Gables is handled in a professional manner.

Essential Duties and Responsibilities

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification.

Greets visitors entering the department and directs them to division locations; answers incoming calls in a courteous, professional manner; screens and directs incoming phone calls to the appropriate personnel, deals with inquiries and takes messages and applications for other service counters.

Answers routine questions and provides general information regarding city services; refers other questions to appropriate personnel.

Directs visitors to department locations and provides employee telephone extensions, schedules appointments and organizes meetings, and maintains the reception area.

Receives and distributes mail, packages and faxes, etc.

Operates multi-line telephones, standard PBX switchboard and related equipment.

Performs basic clerical duties to include maintaining logs, making copies, assembling materials and preparing labels for mailings, and entering basic data into a computer. Operates fax machine, copier, scanner and computer.

Provides support and performs other related tasks for department as required.

Performs other related tasks as required.

Knowledge, Skills and Abilities

Knowledge of department operations, policies and procedures, rules and regulations. Customer service skills for greeting and directing visitors, procedures for receiving and distributing mail and packages, services

provided, locations, contact personnel, and telephone extensions of City departments and City customer service policies.

Ability to speak in a clear, well-modulated voice, communicate in grammatically correct English, communicate professionally with employees of all levels, City officials, and diverse public, react quickly and calmly in emergency situations, operate fax, scanner and copy machines, operate computer as required to perform basic clerical duties, follow written and oral instructions, work independently.

Skills in operation of multi-line telephones, standard PBX switchboard and related equipment.

Physical Requirements

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of telephone and personal contact as normally defined by the ability to see, read talk, sit, stand, hear, use hand to fingers, handle, feel or operate objects, read and write English. Physical capability to effectively use and operate various items of office equipment; such as but not limited to a personal computer, calculator, copiers and fax machines. Work is predominantly indoors within a usually quiet to moderately noisy environment. Must be able to lift, carry and or push articles weighing up to 20 lbs.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

Minimum Education and Experience

High School diploma or equivalent and a minimum of six (6) months of work experience performing receptionist duties and operating multi-line telephones and/or standard PBX switchboard equipment.

A comparable amount of training or experience may be substituted for the minimum qualifications.